



社區藥物教育輔導會

Community Drug Advisory Council



Accessing to healthcare: Introduction to community resources

Speaker:

Jason Huang, RSW

Objectives

1. Understand why we need these information
2. Understand our service users concerns
3. Understand the healthcare system in HK
4. Know what to do if our service users have health issues

Why do we need to know about these?

1. Service users from other countries
2. Provide guidance and correct information to our service users
3. Correct use of healthcare system => help reduce the stress of public healthcare system

Why do we need to access to the healthcare system? And When?

Health !

Minor ailments

Dental issues

Sick / Illness

Chronic diseases
management

Pregnancy

**Prevention of
diseases**



Frequently asked questions

Where to see doctor?

Private clinics/hospital
Public hospital
General outpatient clinics
Special outpatient clinics

Is it expensive if I see doctor in Hong Kong?

For eligible persons:
A&E: HKD\$180
GOPC: HKD\$50
SOPC: HKD\$135
Private clinics: varied

If I do not have money, can I see doctor?

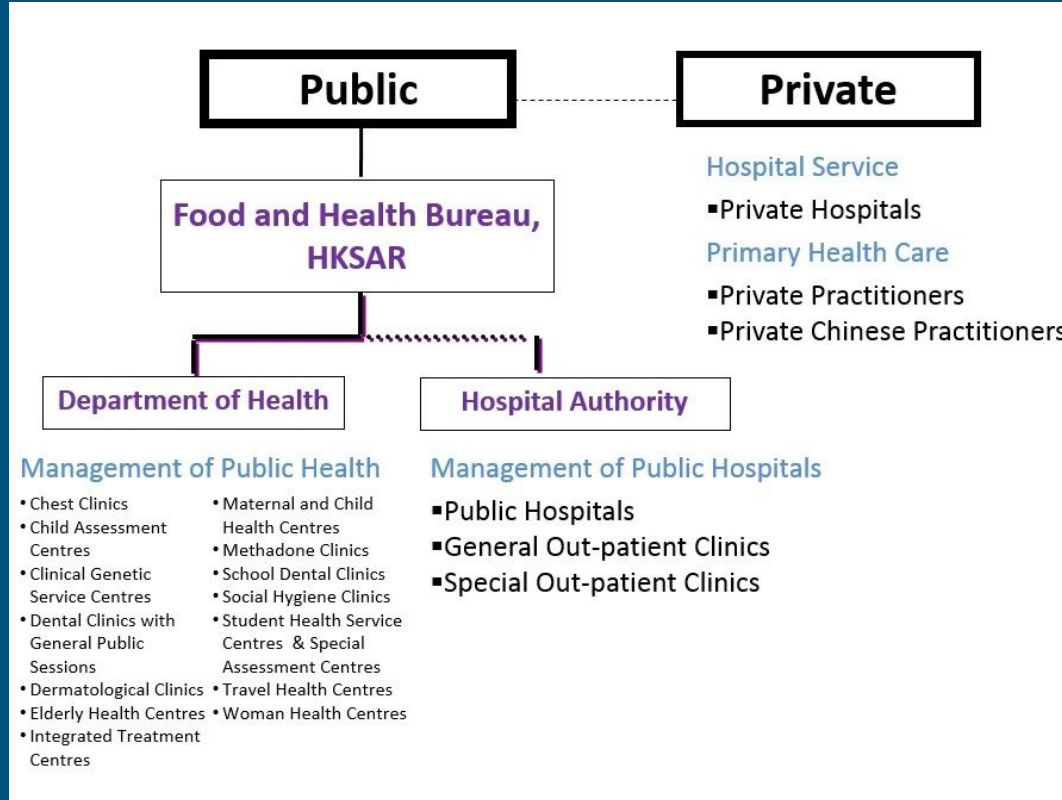
Yes.
You can see doctor first and pay the bill later.
If you have financial difficulties, you can consult MSW and see if you are eligible for medical waiver.

What if I do not have HKID? I only have “Immigration paper” (行街紙).

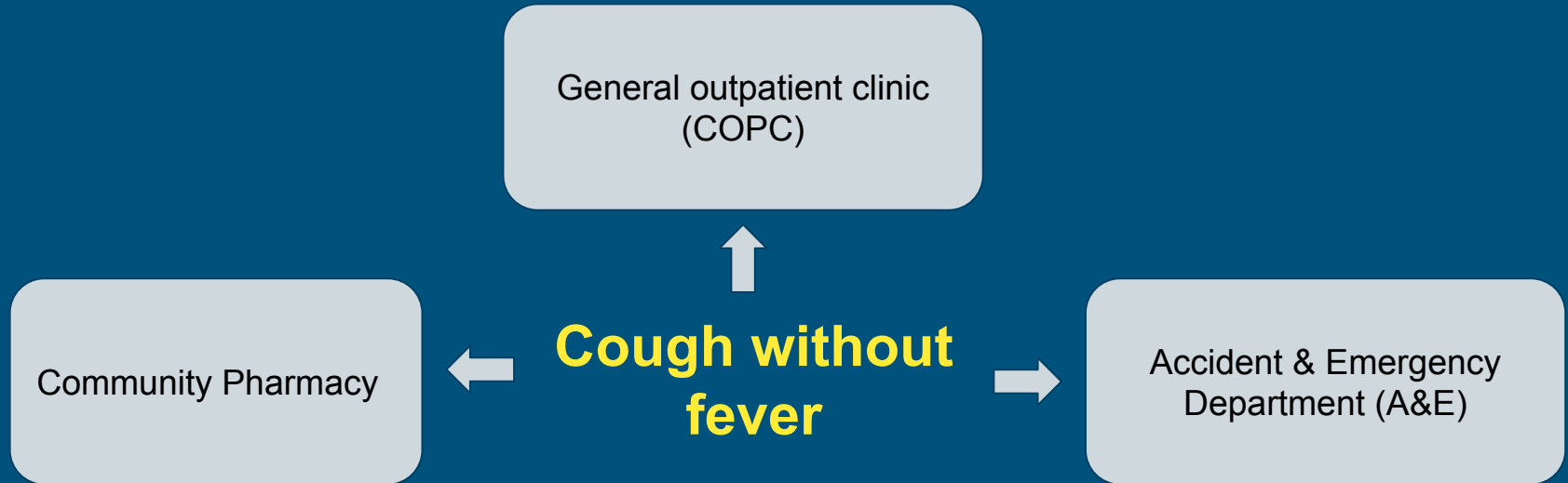
Still, you can see doctor.

Special case:
If you are refugees/Asylum seeker, you can apply for medical waiver at SWD/MSW.

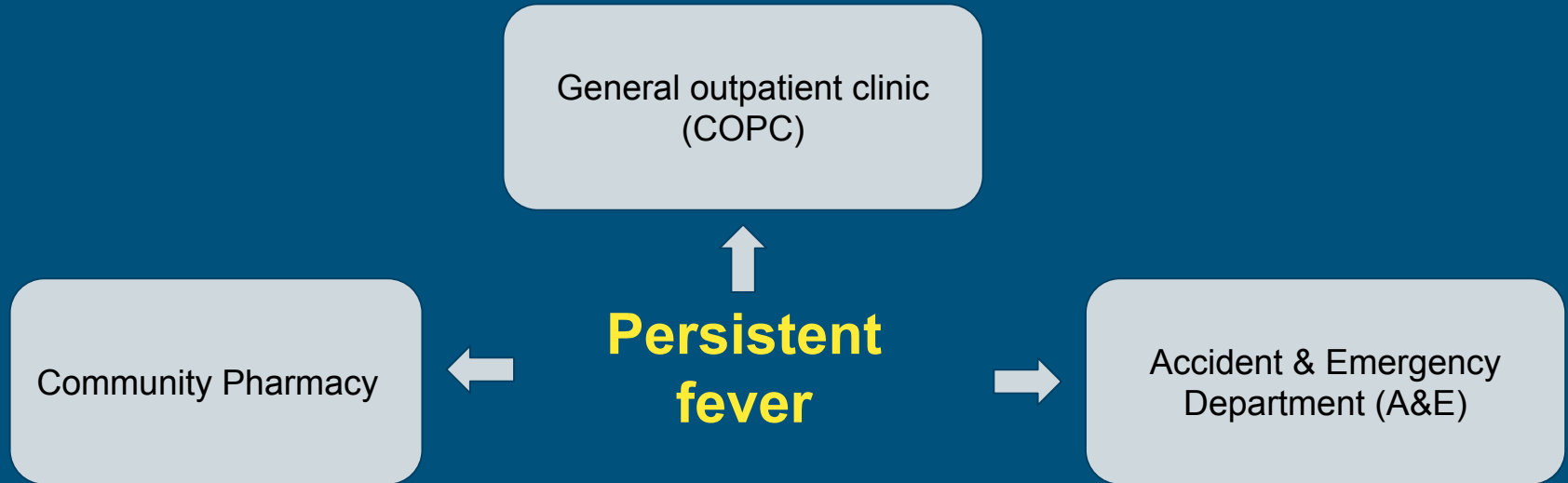
Healthcare system in Hong Kong



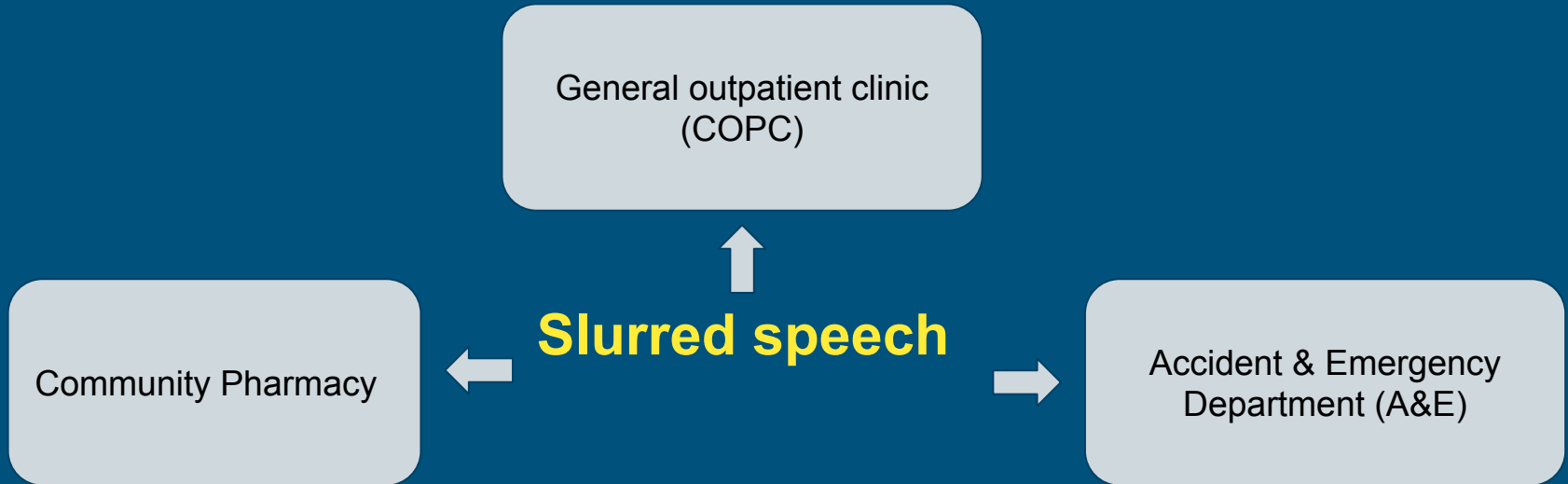
Game time: where would you go if you have...



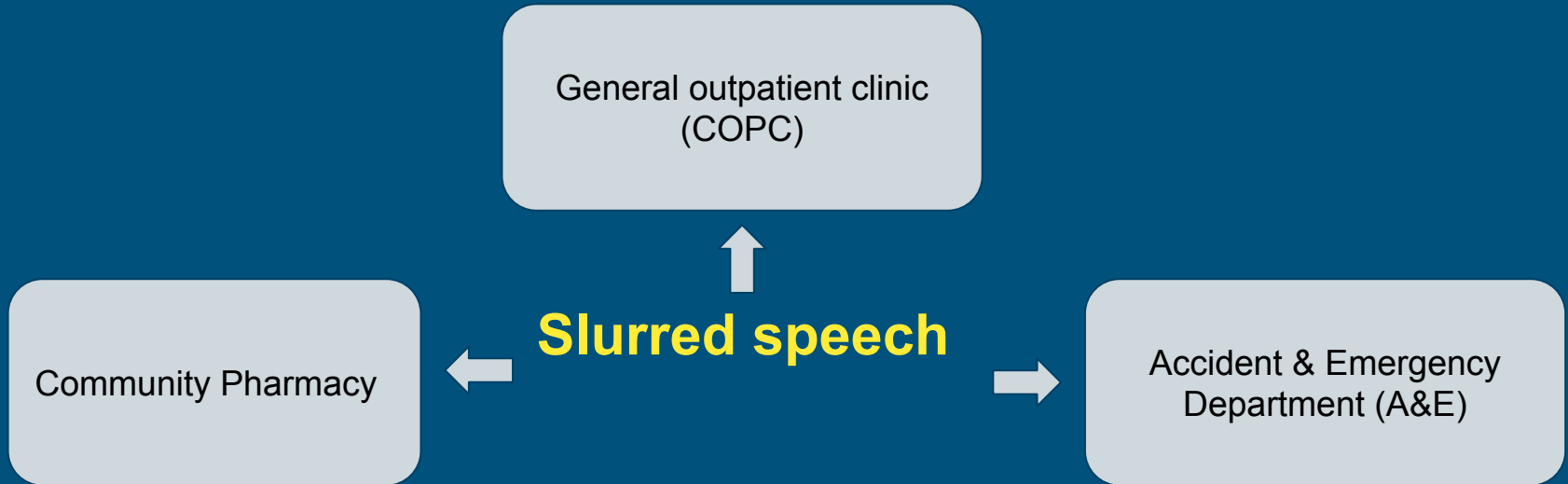
Game time: where would you go if you have...



Game time: where would you go if you have...



Game time: where would you go if you have...



GOPC vs A&E

| General Outpatient Clinics (GOPC) | Accident & Emergency Department (A&E) |
|---|--|
| <ul style="list-style-type: none">● Fever without rash● Vomiting and Diarrhea● Mild Injury (e.g. Sprain, superficial wound)● Sore throat● Dysuria | <ul style="list-style-type: none">● Chest pain● Shortness of Breath● Severe pain over back and abdomen, paralyse, numbness● Slurred speech, sudden change over mental status● Newborn fever● Fracture, dislocation● High fever+/- rash● Severe and persistent vomiting and diarrhea● Burnt wound, bleeding wound (unable to stop bleeding) |

Average waiting time for A&E service

| | Triage I Critical | Triage II Emergency | Triage III Urgent | Triage IV Semi-urgent | Triage Non-urgent |
|---------------------|----------------------|------------------------|----------------------|--------------------------|----------------------|
| Waiting time (mins) | 0 | 7 | 25 | 113 | 125 |

The waiting time in hospital is so long. I don't have to wait that long in my home country!

If it is mild case, GOPC is a better place.

General Out-patient Clinics (GOPC)

It is too difficult to make appointments for the Jockey Club clinics!

I do not know which clinic I should go to and I do not know how to make appointment.

I am not able to speak in Cantonese or English, how can I communicate with the doctors?

It is always full when I make appointments over the phone.

General Out-patient Clinics

I do not know which clinic I should go to and I do not know how to make appointment.

Step 1:
Check the nearest one / the one most convenient to you online

Step 2:
Check the opening hours

Step 3:
Make appointment

All General Out Patient Clinics in Hong Kong Island



[Location Map](#) [Link to Geoinfo Map](#)



Located at

HONG KONG ISLAND

GO

| Hospital/Clinic | Address | Contact | Registration Hours / Consultation Hours |
|---|---|---|---|
| Aberdeen Jockey Club General Out-patient Clinic | 10 Aberdeen Reservoir Road, Aberdeen   | Clinic tel.: 2555 0381 / 2555 0382 Booking tel: 3543 5011 | Registration Hours : Monday to Friday 8:45am - 12:30pm 1:45pm - 4:30pm Evening 5:45pm - 9:30pm Saturday and Sunday 8:45am - 12:30pm Consultation Hours : Monday to Friday 9:00am - 1:00pm 2:00pm - 5:00pm Evening 6:00pm - 10:00pm |

General Out-patient Clinics

I am not able to speak in Cantonese or English, how can I communicate with the doctors?



Interpretation Service

Even though some of our service users can speak simple English, interpretation service is still recommended.

Reason:

1. Medical terms
2. Facilitate communication



I do not want to use the interpretation service because the interpreter will know my "secret".

Confidentiality

General Out-patient Clinics

Two ways of making appointments

Telephone system

It is always full when I make appointments.

A patient can book an appointment in the next 24 hours if quota is available.

e.g. 10am now => the latest appointment you can book is 10am tomorrow

Often full

Trick:

The telephone system will update at every exact hour. So it is easier to book right after it.

e.g. 10:05

“HA Go” App



The App can show the availability of each clinic. Easier to book by the App.

Can use it help others to make appointments

Which one of the following is a pharmacy?

Where I can find a trustworthy community pharmacy?



A



B



C

Pharmacy



Remember the
"Rx" Logo!

Pharmacy

In HK, licensed drug retailers include:

1. Register pharmacy

- According to the Laws of Hong Kong, “Pharmacy” or “Dispensary” is a restricted title for a shop granted a valid licence of "Authorized Seller of Poisons" (ASP).

2. Licensed medicine store

- Known as “drug store”

The difference between pharmacy and drugstore

| | Pharmacy | Drugstore |
|---|----------|-----------|
| Using the title of “Pharmacy” or “Dispensary” (Chi: 藥房) | √ | x |
| Using “Rx” logo | √ | x |
| With duty pharmacist in shop | √ | x |
| Dispense prescription drugs (under supervision of a pharmacist) | √ | x |
| Sell pharmacist-only controlled medicines | √ | x |
| Sell common drugs, such as cold and flu medicine | √ | √ |

Category of medicines

| Cat. | Professional supervision | Nature of medicine and examples | Sales location |
|------|---|--|-------------------------------------|
| 1 | - Doctor's prescription - Pharmacist's supervision | <ul style="list-style-type: none">Often used for treatment of more serious or chronic illness. | Pharmacy |
| 2 | - Pharmacist's supervision | <ul style="list-style-type: none">May cause more side effects than medicines in category 3. Examples: cough syrup with low codeine content | Pharmacy |
| 3 | x | <ul style="list-style-type: none">Used to treat or relieve mild symptoms, with fewer side effects. Examples: cold & flu drugs such as Coltalin (幸福傷風素) | Pharmacy or licensed medicine store |

Pharmacy

Sometimes I can buy prescription drugs without doctor's prescription in pharmacy. Is it ok?

Not recommended

- One of the "grey areas" in Hong Kong

E.g. cough syrup with Codeine

- Can cause addiction

Pharmacy

Sometimes I do not know what kinds of drugs I should buy for my sickness. I tried to seek opinions from the staff in the pharmacy, but they do not look like medical professionals.

Current regulations of pharmacy in HK:

- A registered pharmacy must have pharmacist on duty in at least $\frac{2}{3}$ of its opening hours!
- You can find the following information at a conspicuous location in the pharmacy:
 1. Name of the pharmacist
 2. Certificate of registration of the pharmacy
 3. A notice listing out the attendance hours of the pharmacist

Reminder:

1. Shop owner/staff \neq pharmacist
2. Some pharmacies **do NOT** really follow the regulations.

Pharmacy



Someone told me that this medicine can treat COVID-19 infection. Can I buy it in pharmacy?

Reminder:

1. Please buy it from proper channel.
2. Better consult with your doctor before taking it.
3. Do not take it together with other medicines.
4. Not for prevention!

Reliable Pharmacy



醫護行者
Health In Action

Health In Action Community Pharmacy

醫護行社區藥房

葵涌葵昌路54-56號貿易之都901室
(港鐵葵興站A出口步行5分鐘)
Room 901, Millennium Trade Centre, Kwai Chung

 (852) 3612 9515  pharmacy@hia.org.hk

 (852) 6618 9212  (852) 6618 9212

 [hiapharmacy](https://www.instagram.com/hiapharmacy)  pharmacy.hia.org.hk

 **與您同行**
掌握健康自主權



HKSKH Lady MacLehose Community Pharmacy



聖雅各福群會
St. James' Settlement



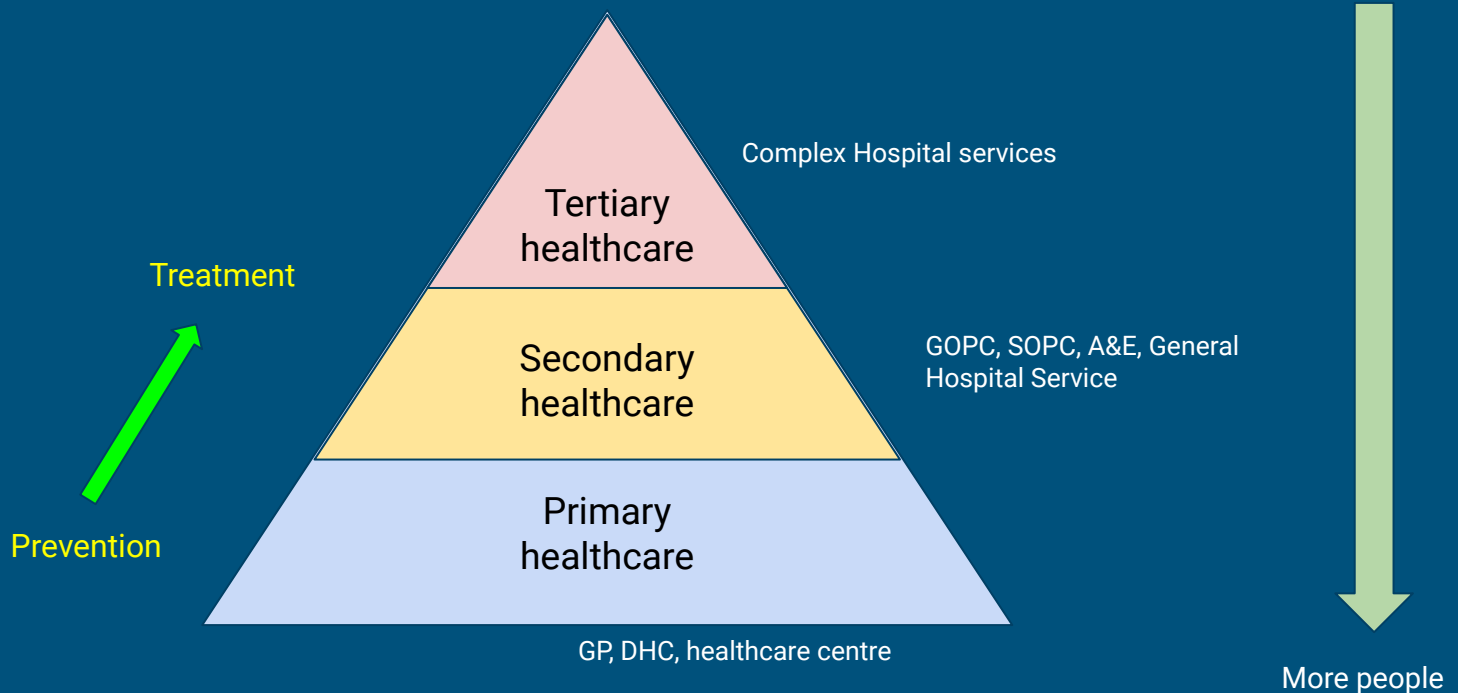
惠澤社區藥房

SJS Philanthropic Community Pharmacy

Health is not just about
treatment, but also
prevention from sickness.

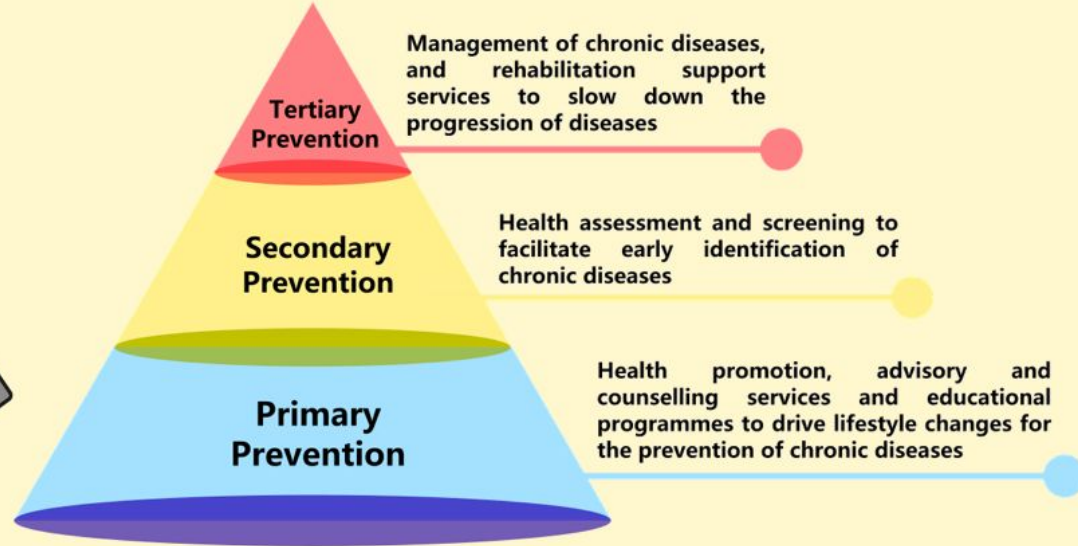
Levels of healthcare in Hong Kong

Higher medical cost



Primary Healthcare

What is Primary Healthcare?



District Health Centre (DHC) / DHC express

Purpose:

1. Raise public awareness on personal health management
2. Enhance disease prevention
3. Alleviate pressure of public hospitals

Key functions of DHC:



A service / resource hub



Health promotion



Disease prevention and
screening

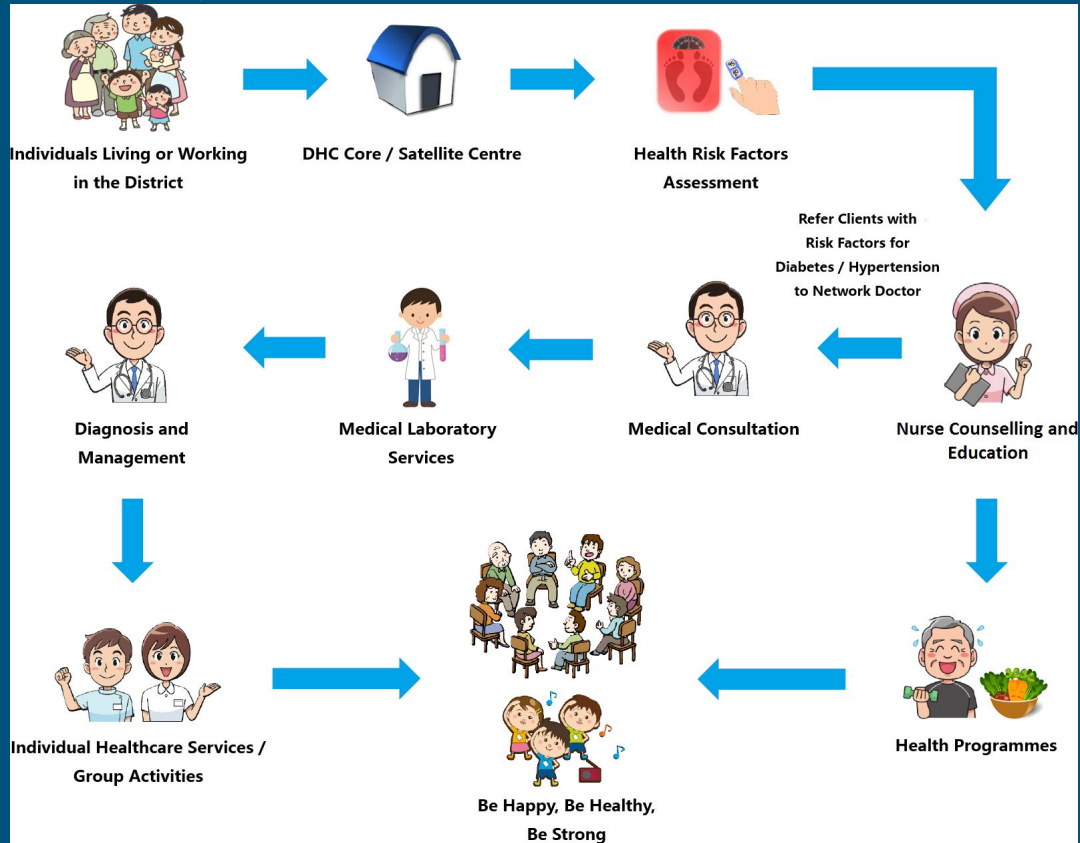


Chronic disease
management



Community rehabilitation

Client Journey in DHCs



Who can be a member of DHC?

1. Holder of HKID; and
2. Agrees to enrol to eHRSS (醫健通)
3. Living or working in the corresponding DHC



Two ways to enrol:

- You can register directly at DHC
- Referral by other healthcare providers

Each district has its own DHC / DHC express

Maintenance of healthy lifestyle



Dental service in Hong Kong

Private dental services are expensive in Hong Kong. Is there any public dental service?

Most of public dental clinics only serve civil servants and their relatives. For those serve general public, the services only include extraction and medication (for pain-relief).

The Prince Philip Dental Hospital

- Established under the Prince Philip Dental Hospital Ordinance (Cap. 1081)
- Funded by government
- To train dentist and other dental-related allied health professionals



菲臘牙科醫院

The Prince Philip Dental Hospital

Offer services for teaching patients with reasonable price !

The Prince Philip Dental Hospital

Service fees for teaching patients:

ITEM

Fee Level w.e.f. 1 Apr 2018

- | | |
|---|--------|
| 1. Attendance fee (per day visit) (payable for all treatments other than dental hygiene therapy and orthodontics) | \$ 50 |
| 2. Dental hygiene therapy fee (whole course of treatment) | \$ 100 |

Non-surgical Periodontal Treatment (per package)

- | | |
|--|--------|
| 1. Gingivitis (for a maximum of 6 visits) | \$ 300 |
| 2. Mild-moderate periodontitis (for a maximum of 8 visits) | \$ 400 |
| 3. Severe periodontitis (for a maximum of 10 visits) | \$ 500 |

The Prince Philip Dental Hospital

Public Notice

[Notice to Members of Public Who Intend to Seek Dental Treatment from the Hospital](#)

[Notice to Private Fee Paying Patients](#)

[Recruitment of Teaching Patients for Special Care Dentistry](#)

[A Pilot Scheme for Recruitment of Young Teaching Patients](#)

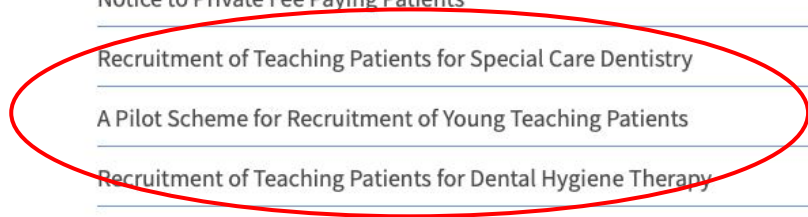
[Recruitment of Teaching Patients for Dental Hygiene Therapy](#)

[Suspension of Accepting Teaching Patients Seeking Orthodontic Treatment](#)

[Suspension of Accepting Teaching Patients Referred for Endodontic Specialist Treatment](#)

[Patient Complaint Management System](#)

Screen cap on
14 March 2022



Smoking Cessation Service

My husband / son is always smoking. I know there are hotlines for helping them to quit smoking, but these hotlines are in Chinese only. What can I do?

The fact is most of the hotline counsellors have a command of English.

Smoking Cessation Hotline: [1833183](tel:1833183)



基督教聯合那打素社康服務
UNITED CHRISTIAN NETHERSOLE COMMUNITY HEALTH SERVICE

戒煙計劃

SMOKING CESSATION PROGRAMME FOR ETHNIC MINORITY
AND NEW IMMIGRANTS

WE WISH YOU
HAPPY NEW YEAR



QUITTING SMOKING
NEW YEAR'S RESOLUTIONS FOR A HEALTHIER
2022

YOU CAN QUIT SMOKING CONTACT NOW



3156-9012



5625-3928(中文)
6695-2523(ENG)



UCNSCP



QUITSMOKINGCLUBHK



WWW.UCN.ORG.HK



SUPPORTING ORGANISATION:
衛生署控煙酒辦公室

Tobacco and Alcohol Control Office
Department of Health



Substance abuse service

My child sometimes abuses drugs. What should I do?

Remember!
There is always help in the community.

Do not rush to recommend the community resources.

The first step is to assess the emotions / needs of the parent!

Community services for substance abuse

1. Outpatient Methadone Treatment Programme
2. Substance Abuse Clinics
3. Residential Drug Treatment and Rehabilitation Centres and Halfway Houses
4. Counselling Centre for Psychotropic Substance Abusers (CCPSA)
5. Centre for Drug Counselling (CDC)

Medical
approach

Non-medical
approach



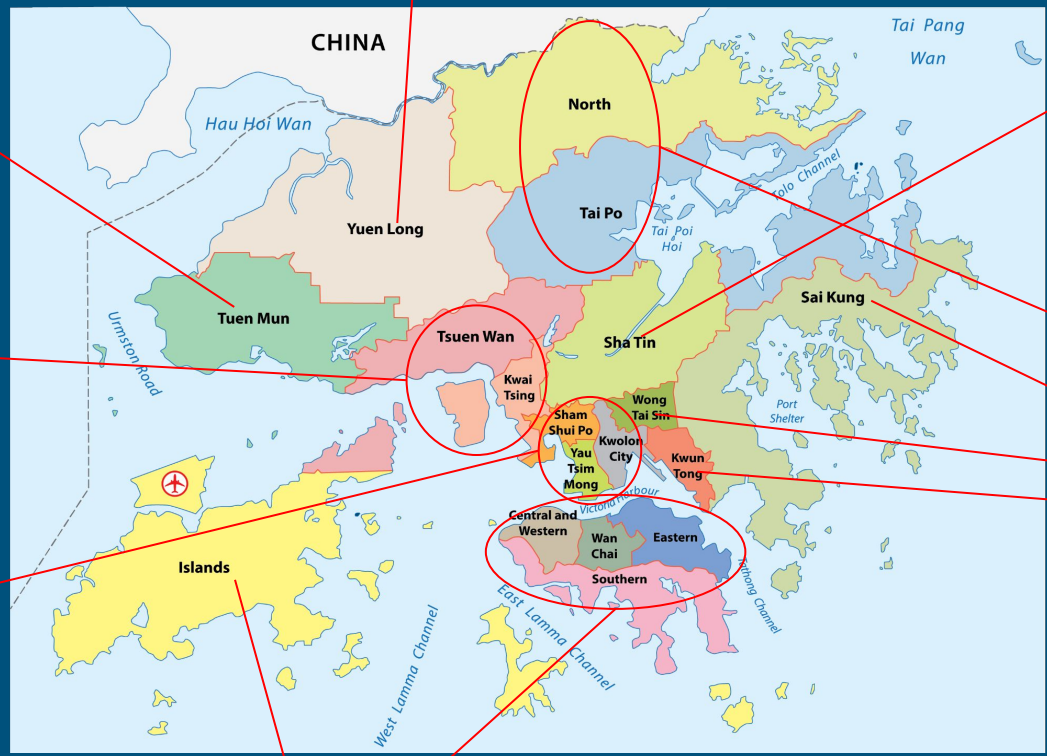
Recommended entry points

CCPSA



基督教香港信義會社會服務部
Evangelical Lutheran Church
Social Service - Hong Kong

ELCHK Enlighten Centre




明愛容圃中心

Caritas HUGS Centre



Neo-Horizon
香港聖公會福利協會有限公司
HONG KONG SHENG KUNG HUI WELFARE COUNCIL LIMITED

HKSCH Neo-Horizon



香港青少年服務處
HONG KONG CHILDREN & YOUTH SERVICES

HKCYS Sane Centre



香港路德會社會服務處
Hong Kong Lutheran Social Service, LC-HKS

1. Evergreen Lutheran Centre
2. Rainbow Lutheran Centre
3. Cheer Lutheran Centre



香港基督教服務處
HONG KONG CHRISTIAN SERVICE

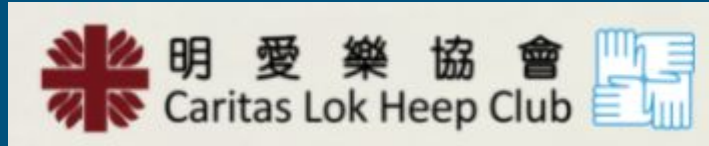
1. HKCS PS33 - Tsimshatsui Centre
2. HKCS PS33 - Shamshui Po Centre



東華三院越峰成長中心
SINCE 1878

1. TWGHs CROSS Centre: Central Western, Southern and Island Office
2. TWGHs CROSS Centre: Eastern and Wan Chai Office

Centre for Drug Counselling (CDC)



1. Caritas Lok Heep Club (Hong Kong Centre)
2. Caritas Lok Heep Club (Kowloon Centre)

- Services:
 1. Individual case
 2. Group counselling
 3. Preventive education programmes
 4. Professional training
 5. On-site medical support service

Differences between CCPSA and CDC

| | CCPSA | CDC |
|-----------------------------------|-----------------------|----------------------|
| Psychotropic drugs abusers | Yes | Yes |
| Opiate narcotic abusers | No | Yes |
| Service boundary | District-based | All territory |

Health Communication

I'm healthy. I do not need these healthcare service/ community resources.

When our service users are identified with health issue, some may deny it.

#Case:

50, M

BMI: 35+

BG: 7.4 (fasting)

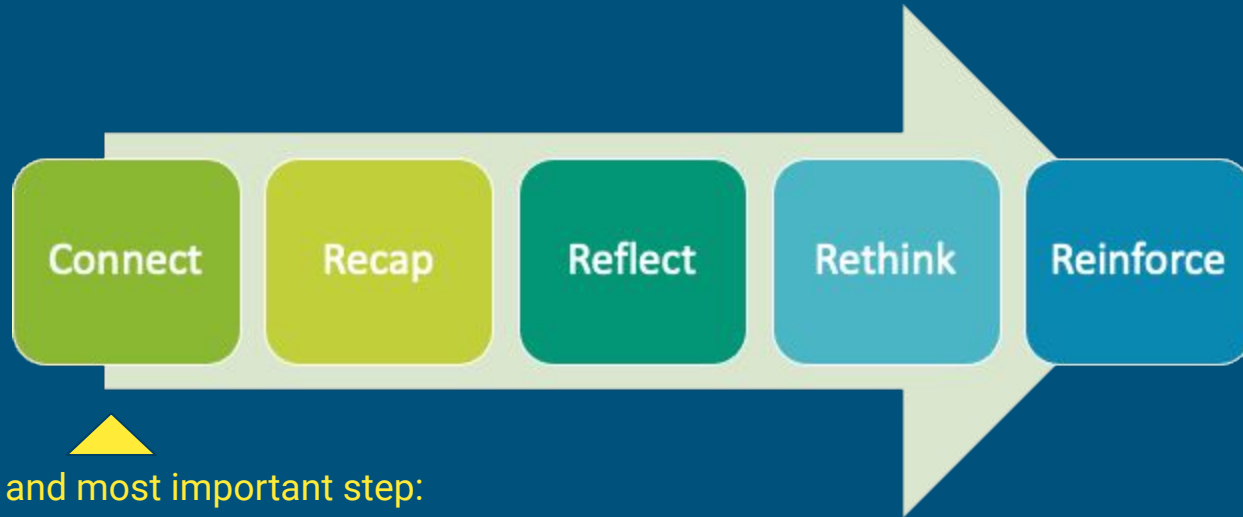
BP: 220/120

Alcohol use:

5 times weekly, 1L/time, mostly beer, sometimes liquor

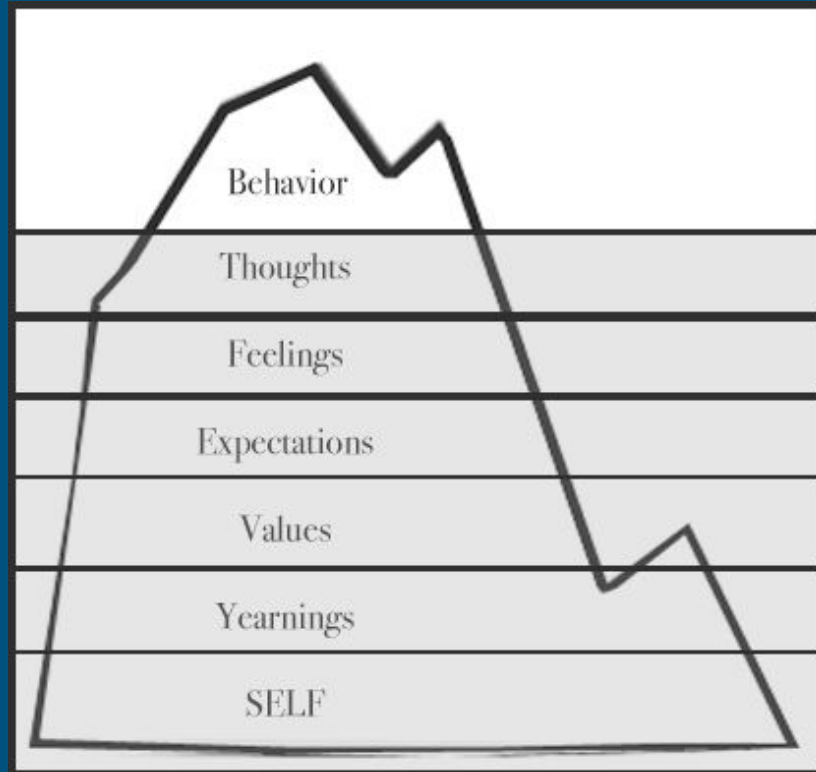
If you're a social worker in healthcare setting, what would you do?

Health Communication



#the first and most important step:
to understand their concerns

Health Communication



Deny his health problems

"I don't want to get into hospital. People suffer there."

Anxious, worried

In the rest of my life, I will live in a happy way.

"Live happily ever after"

"I don't want to suffer"

Summary

- Overview of healthcare system
- The needs of service users
- Public & Community resources
- Health communication

Post-workshop questionnaire



<https://docs.google.com/forms/d/e/1FAIpQLSeBL05H8vsS8d2xS2LY7Hg5DzUMiYqcki5A8zrcnCAYgQJVwQ/viewform>

Thank you

